

## **MONTHLY PASS FREQUENTLY ASKED QUESTIONS**

### ***I already have a Weight Watchers account. How do I keep my account history when opening a new account?***

During registration, click on the “Returning to weightwatchers.com or currently using our Community” link and enter your [www.weightwatchers.com](http://www.weightwatchers.com) username and password. Your existing information will be saved.

### ***Will my monthly membership/subscription automatically renew at the new company rate?***

Yes, in the following billing cycle

### ***How do I print a temporary card?***

1. Log in on weightwatchers.com and click Account Settings  
<[http://www.weightwatchers.com/util/pro/login\\_myprofile.aspx](http://www.weightwatchers.com/util/pro/login_myprofile.aspx)>  
located at the top right of every page on the site.
2. Click the “Monthly Pass Temporary Card” link in the My Account box.
3. Print the page.

### ***Is a credit or debit card required to purchase Monthly Pass?***

Yes. We also accept PayPal.

Please note: Flexible Spending Account Debit Cards cannot be processed for a Monthly Pass purchase. However, you may request a receipt for your weekly fees and you may submit the receipt to your insurance company if they authorize weight loss services reimbursement.

### ***Is an e-mail address required to purchase Monthly Pass?***

Yes

### ***How and when will I be charged for my Monthly Pass?***

You will be charged after completing your first purchase of Monthly Pass. You will then be charged each month at the applicable monthly rate until you cancel. You may be charged up to 15 days prior to the end date printed on your Monthly Pass card to ensure that your next month's card arrives in time. This means that you may

be charged twice in your first month, once for your initial month and once for the following month.

### ***How do I cancel my Monthly Pass?***

You can cancel your Monthly Pass at anytime. Simply visit [www.weightwatchers.com/monthlypasscancellation](http://www.weightwatchers.com/monthlypasscancellation) for further instructions.

Please note: We cannot process cancellation requests at meeting locations.

### ***If I purchase Monthly Pass and later cancel during the course of the same month, will I receive a pro-rated refund on my credit card?***

No, you will not receive a refund for the month in which you cancel, except as provided in the Cancellation Policy. If you have already been billed for your next month, follow the instructions at [www.weightwatchers.com/monthlypasscancellation](http://www.weightwatchers.com/monthlypasscancellation) to receive a full refund for that month.

A full set of rules surrounding Monthly Pass cancellations and refunds can be found at: <http://www.weightwatchers.com/monthlypasscancellation>.

### ***I know the At Work meetings have already started. Is it too late for me to sign up?***

You can join at any time and start attending meetings.

### ***I am a Lifetime Member. Can I participate in meetings without a Monthly Pass?***

Lifetime Members do not need a Monthly Pass to attend At Work or local community meetings. Just show your Lifetime card.

### ***What do I need to bring to a meeting if I attend locally?***

Your Monthly Pass and weigh-in book.

***If my company offers a reimbursement tied to attendance at meetings, how will my At Work leader know if I attended meetings in my community as well as At Work?***

Your Service Provider will check your weight tracker booklet to verify your attendance at Weight Watchers meetings, so remember to bring your booklet with you to any meetings you attend, whether At Work or in the community

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